



Privacy Collection Notice | Exploren EV Charging App

Who is collecting the information

Western Sydney University (the University), through the Office of Property and Commercial, is collecting your personal information.

What information is collected

The University (via the Exploren platform) may collect:

- Name and contact details (e.g. email address)
- Vehicle and charging usage information
- Location data related to charging sessions
- Account and login details
- Payment or transaction-related information (where applicable)

Purpose of collection

This information is collected to:

- Enable access to and free use of EV charging infrastructure across University campuses
- Manage, monitor and maintain EV charging services
- Support billing (where applicable), reporting, and operational planning
- Improve service performance, reliability, and user experience

Use of information

Your information will be used by authorised University staff for:

- Infrastructure and asset management
- Operational monitoring and support
- Reporting and planning purposes

Disclosure of information

Your information may be shared with:

- Exploren (the platform provider), who operates the system on behalf of the University
- Authorised service providers supporting the EV charging infrastructure

These parties are contractually required to handle your information in accordance with privacy, security, and data protection requirements and only for the purposes outlined above.

Storage, security and retention

Information is stored securely within Exploren's Software-as-a-Service platform, hosted on Australian servers. Appropriate technical and organisational security measures are in place to protect your data from unauthorised access, misuse, or loss.

Information is retained in accordance with applicable legal and regulatory requirements, including the State Records Act 1998 (NSW), and is securely destroyed when no longer required.

Access and correction

You have the right to:

- Access your personal information
- Request correction of inaccurate or incomplete information
- Request deletion of your information, where applicable

Requests can be made via the application or through the contact details below.

Mandatory or voluntary provision

Providing your personal information is necessary to access and use the EV charging services. If you choose not to provide this information, you will not be able to use the EV charging platform.

Contact for enquiries

For questions, or to request access, correction or deletion of your information, please contact:
Campus Security Email: security@westernsydney.edu.au